

## **Report to Cabinet**

**Subject:** Gedling Plan Quarter 2 of 2022/23 Report

**Date:** 3 November 2022

**Author:** Senior Leadership Team

### **Wards Affected**

Borough-wide

### **Purpose**

To inform Cabinet in summary of the position against Improvement Actions and Performance Indicators in the 2020-23 Gedling Plan at the end of quarter 2 of 2022/23 quarter 2.

### **Key Decision**

This is not a key decision.

### **Recommendation**

#### **THAT:**

The progress against the Improvement Actions and Performance Indicators in the 2020-23 Gedling Plan for the end of quarter 2 of 2022/23 be noted.

## **1 Background**

- 1.1 The Council has made a commitment to closely align budget and performance management. This is in line with accepted good practice.
- 1.2 To deliver this commitment, systems to monitor performance against revenue and capital budgets, improvement activity and performance indicators have all been brought together and are now embedded in the way the Council works. Whilst the budget and performance information are presented in two separate reports, they are still being reported to Cabinet together and appear on the same agenda.
- 1.3 In addition, performance reports now focus more directly on the Council's priorities and offer an "early warning" system of instances where targets may not be secured.
- 1.4 As usual, comprehensive details about current performance against the Gedling Plan can be accessed through the following link on the Council's website:-

<http://www.gedling.gov.uk/council/aboutus/prioritiesplansandperformance/howwere/doing/>

Members are recommended to view this document which provides valuable background detail to this summary paper. It provides a more in-depth review of indicators, actions and outcomes for 2022/23 quarter 2.

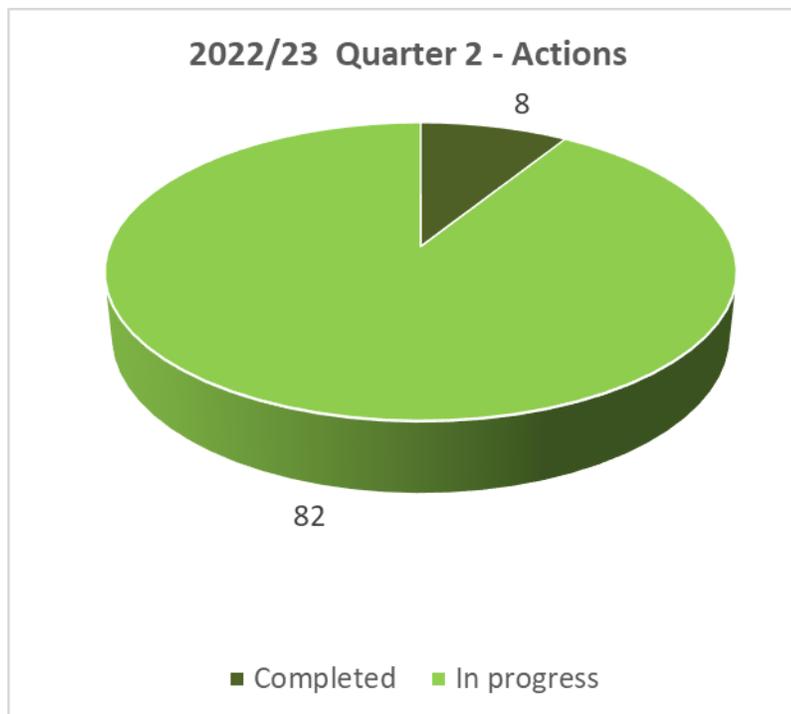
- 1.5 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or “in progress” milestones determined within the performance management system, Pentana.

## 2 Proposal

- 2.1 It is proposed that Cabinet note the performance information for the Gedling Plan 2020-23 at the end of quarter 2 of 2022/23 as set out below.

### 2.2 Actions

At this stage, of the 90 actions currently active in the Gedling Plan 2020-23, 8 are complete and the remaining are either in progress or assigned to an Officer.



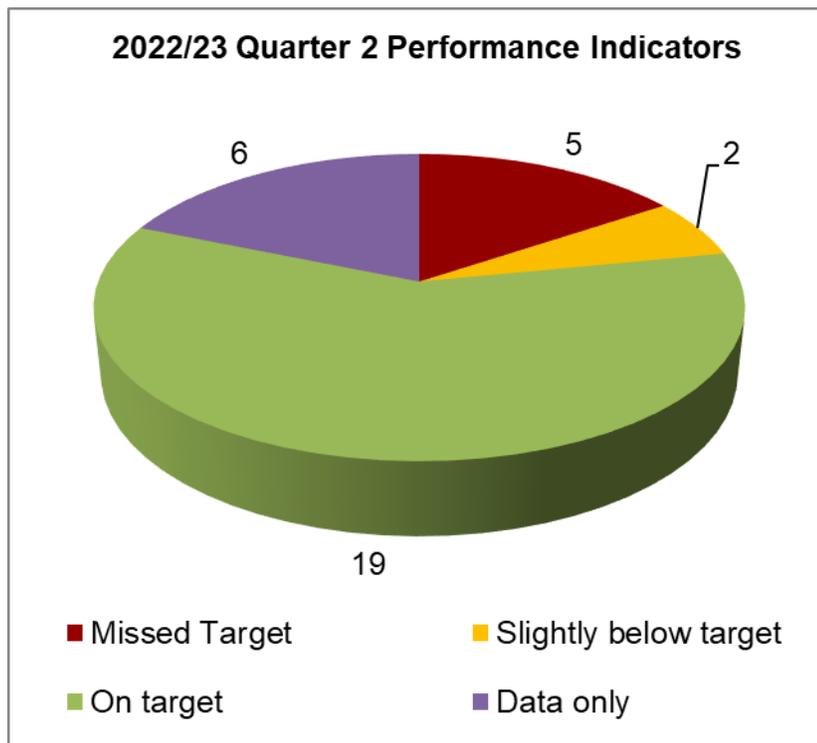
The eight completed actions are as follows:

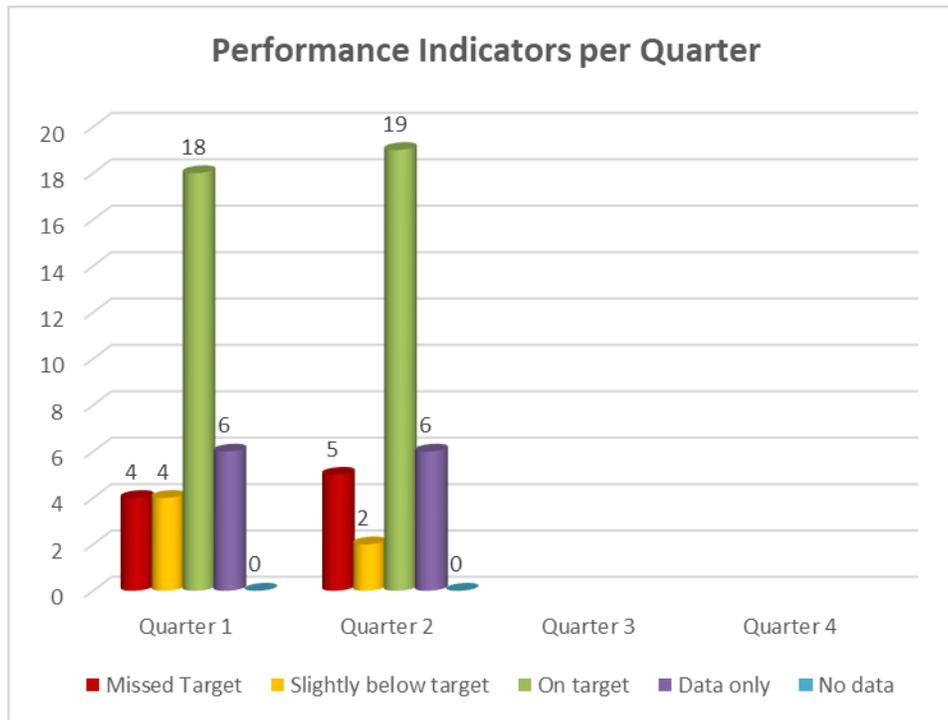
- Coordinate the supported internship programme
- Provide targeted business support to small and medium businesses across the borough
- Work with the County Council to ensure completion of the Gedling Access Road to support growth.
- Plant 500 UK native trees across the borough to mark the lead up to the 50th Anniversary of the creation of Gedling Borough

- Develop and implement a Carbon Reduction Strategy aligned with key partners across the borough
- Review the pilot Selective Licensing Scheme and investigate new schemes in the borough.
- Engage in local government restructuring debate to ensure local services are maintained and the voice of our residents is heard
- Prepare and plan for an event to mark the 50th anniversary of the creation of GBC and the 200 years anniversary of Lord Bryon

### 2.3 Indicators

Overall indicator performance at the end of quarter 2 shows that out of a total of 32 indicators, 19 were on or above target, 2 were slightly below target and 5 indicators missed their target.





2.4 Examples of particularly positive performance for quarter 2 include:

Performance Indicator	Figure reported	Target	Period covered
Average time to process new Housing Benefit claims (in calendar days).	14 days	15 days	July - September
Average length of time spent in temporary accommodation (in weeks)	21 weeks	22 weeks	July - September
% of calls to the contact centre answered (or call back made).	94.6%	94%	12 month rolling average
Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention.	17	10	July - September
Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	7	5	July - September
Percentage of Major planning applications processed within 13 weeks.	100%	92%	July - September

Percentage of minor planning applications processed within 8 weeks	100%	86%	July - September
Percentage of other planning applications processed within 8 weeks	82.7%	80%	July - September
Percentage of Business Rates Collected	61.2%	54.9%	July - September
Number of visits to leisure centres	244,959	200,000	July - September
Net additional homes provided	127	115	July - September
Delivery of school based employability events	5	2	July - September

2.5 The following performance indicators missed their target at the end of quarter 2.

**LI075 Average time to process Housing Benefit change in circumstances (in calendar days)** – Performance: 5.3 days against a target of 5 days for the period July to September.

The change of circumstances processing times have dramatically reduced since Q1 but due to the volume of work, including new claims, processing times are still slightly over the required indicator. We are looking to increase the number of automated changes to seek to improve our performance in the future.

**LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)** – Performance – 10.4 days against a target of 9 days.

Sickness absence levels are again beginning to reduce. The rate of absence in the current month is below that of the same month last year. If this trend does continue then target, or close to target, may be achievable for the year, but we are heading into the winter months.

**LI085 Current number of DNA members** – 3,589 members against target of 4,140 as at end of September.

The number of DNA members has fallen during Quarter 2, which we believe is due to the current cost of living issues people are facing and the presence of cheaper local gyms. To address this we have put in place an extensive marketing plan, which includes a series of promotions throughout the year and have attended a number of outreach events reaching residents who may not be using our facilities. In addition, the new leisure system now includes the ability for people to join DNA online.

**NI191 Residual household waste per household in Kg** – 157.4kg against a target of 140kg.

The current contract between Veolia and the County Council as lead waste authority does not include certain plastic films, fruit cartons and foils. This leads to these waste streams going into the residual bin. Equally, the current increased figure will also be due to loads rejected due to contamination of recycling bins by nappies, food, textiles and glass.

To address this ongoing work is progressing with the County Council and Veolia to improve the communication around what can and cannot be recycled and GBC are running a 'Please do not Contaminate your bin' campaign to educate and change behaviours around this performance indicator.

**LI018 Percentage of invoices paid within 30 days** – 92.9% against a target of 99.0%

The absence of key staff during the quarter has had a significant impact in terms of a reduced number of payment runs and lower engagement with departments concerning outstanding invoices than would normally be the case. It is expected that these issues are temporary in their nature and that performance levels return to normal in future quarters.

## 2.6 **Compliments and Complaints**

In quarter 2, the council received 27% fewer compliments and 5% fewer complaints than in quarter 1 2022/23. 32% of all complaints that the council received in quarter 2 were upheld. Out of all complaints that the council received in quarter 2, two complaints were escalated to stage 2 and none of those complaints were upheld.

## 2.7 **Achievements**

A separate report has been produced highlighting additional key achievements delivered during quarter 2, focusing on areas where the Council has made a real difference to people's lives. This is attached as Appendix 1 and is available on the Council's website and in hard copy in the Members' Room. The following outcomes are identified for particular attention:

### **Shared Prosperity Fund bid**

We formally submitted plans to improve the borough using an allocation of £2.6 million through the government's Shared Prosperity Fund over the next three years.

In April 2022 the Department of Levelling Up, Housing and Communities launched a funding programme of £2.6 billion, called the UK Shared Prosperity Fund to support local investment. This funding is allocated through a funding formula rather than competitive bid and it replaces the European Union Regional Development Fund.

The council's bid includes a detailed investment plan that shows how it will spend the money in order to meet the government's funding criteria and what the benefits to the local community will be. The fund identifies three local priorities; communities and place, support for local businesses, and people and skills. The council will be

looking at a range of ideas to spend the money including improving town centres, green spaces, encouraging visitors and improving community engagement programmes.

As part of the submission, the council consulted with local community groups, businesses and partners to establish what they think the money should be used for. The consultation results were included in the plan and helped shaped some of the key priorities for the fund. The bid has also been formally backed by Nottinghamshire County Council.

### **New Council Cabinet role created to support refugees, women and the disabled**

Gedling Borough Councillors approved plans to create a new Portfolio Holder to support the borough's diverse community and improve life chances. This new role will focus on supporting refugees and the resettlement programme, championing women and the disabled as well as raising awareness of support for victims of domestic violence, abuse and hate crime.

### **Fifth Green Flag award**

Breck Hill Park collected a Green Flag Award - the international quality mark for parks and green spaces – increasing our prestigious list of Green Flag parks in the Borough to five.

Breck Hill Park in Woodthorpe received the award for the very first time. Last year, it received funding of £100,000 for a new children's play area following a bid by Gedling Borough Council to FCC Communities, a not-for-profit business that awards grants for community, conservation and heritage projects.

Arnot Hill Park retains the award for the 16th consecutive year, Gedling Country Park for the 7th year in a row, Burton Road Jubilee received the award for the seventh time and Bestwood Country Park has received the award for the third year in a row since the maintenance of the park was taken over by Gedling Borough Council.

The Green Flag Award scheme, managed by environmental charity Keep Britain Tidy under licence from the Department for Levelling Up, Housing and Communities, recognises and rewards well-managed parks and green spaces, setting the benchmark standard for the management of green spaces across the United Kingdom and around the world.

### **Gedling Green Homes Retrofit scheme**

The council successfully completed its first Gedling Green Homes retrofit scheme in Netherfield designed to improve the energy efficiency of eligible low Energy Performance Certificate homes. The scheme came to conclusion at the end of September. Measures were installed in 51 homes including 18 with external wall insulation and 33 with solar panels. The scheme was delivered in partnership with Eon Energy Services Ltd, Nottingham Energy Partnership and Jigsaw Homes.

## **New Leisure Management System**

Leisure centres successfully moved over to a new leisure management system on the 12th September having been with the existing supplier for over 20yrs. The new system has improved customer functionality which will help transform how customers engage with the leisure centres. The move from the old to the new system entailed moving 40,000 customer records over, and training over 40 members of staff in the new system.

**Energy Bills Rebate Scheme** – Our Revenues team concluded the project which helped hundreds of our residents and have now paid out 99.4% of entitlement. The Customer Services team are now just looking at how they can help four bed-bound residents to apply.

**Swim England Teaching and Education Awards 2022** - The Gedling Swim Stars programme has been shortlisted for “Swim School of the Year” award at the Swim England Teaching Awards. This nomination relates to the incredible success of the swim school since the re-opening of facilities after Covid, where there are now over 3,700 residents learning to swim across the three pools at Calverton, Arnold and Carlton Forum. In addition to record numbers, the sites are also working in partnership with Jigsaw Homes to offer subsidised lessons to their residents.

**Temporary Accommodation** - The Council’s Housing and Welfare Service has secured 2 additional leased properties to support Homeless families and reduce the reliance upon bed and breakfast accommodation. These properties have been secured through agreement with the County Council.

## **3 Alternative Options**

- 3.1 Not to present an update on quarterly performance, in which case Executive members will not be aware of performance against the Gedling Plan 2020-23.

## **4 Financial Implications**

- 4.1 There are no financial implications arising out of this report.

## **5 Legal Implications**

- 5.1 There are no legal implications arising out of this report.

## **6 Equalities Implications**

- 6.1 There are no equalities implications arising out of this report.

## **7 Carbon Reduction/Sustainability Implications**

- 7.1 There are no carbon reduction/sustainability implications arising out of this report.

## **8 Appendices**

8.1 Appendix 1 – Examples of Outcomes/Achievements during Quarter 2 of 2022/23.

## **9 Background Papers**

9.1 None identified.

## **10 Reasons for Recommendations**

10.1 To ensure Members are informed of the performance against the Gedling Plan 2020-23.



# **GEDLING PLAN**

**2020-2023**

**Examples of Achievements and  
Activities**

**During**

**Quarter 2 - 2022/23**

# Cohesive, Diverse and Safe COMMUNITIES

## Promote and encourage pride, good citizenship and participation

**Summer Community Events** - A number of community events have taken place over the summer:

- **Summer at St Georges** - Around 80 children and families took part in a day of creative activities at the St Georges Centre where Netherfield Forum were also able to provide free lunches for everyone attending. The event was supported by Jigsaw Homes, Notts County Council Public Health and Gedling Play Forum.
- **Nottinghamshire Day** - The Council delivered a day of activities in Arnold Town Centre supported by Arnold Methodist Church, Positively Empowered, Notts County Council Public Health and Gedling Play Forum. Street theatre performances and history walks also took place throughout the town centre.
- **Tour of Britain** - To engage families and the local community in the Tour of Britain, Gedling Play Forum provided banner kits to a number of local schools and community groups to decorate the route through the borough. The Play Forum also delivered a workshop for families at Calverton Methodist Church to create decorations specifically for display in Calverton.
- **Inclusive Skate Jam with Skate Nottingham** - Skate Nottingham delivered an event in Arnot Hill Park to encourage girls and those new to skating to try it out. This event was the first delivered by Skate Nottingham in partnership with the Council and Notts County Council Youth Service also attended to provide support and engage with young people around the park. Over 20 girls and young women attended and they were supported by Skate Nottingham coaches over the course of the afternoon. Participants requested more of these events in the future and the Council hope to partner with Skate Nottingham to inform the development of skating facilities in the borough.

**Pride of Gedling Awards** – nominations opened for our 2022 Pride of Gedling Awards, which celebrate the achievements of local residents and businesses in the community. The awards are an opportunity to shine a light on the achievements of residents, businesses and community groups across the borough who have made a difference to peoples' lives. Last year, the council received over 180 nominations across the six categories. The six categories for this year's awards are:

- Business in the Community Award
- Community Hero(es) Award
- Dylan Barker (Young Achiever) Award
- Outstanding Community Project Award
- Environmental Hero Award
- Inspirational Healthy Lifestyles Award

An overall Pride of Gedling Award will be presented to one of the nominees on the night and there will also be a Lifetime Achievement Award, which will be presented by the Leader of Gedling Borough Council.

Nominations are open until 14 October and people can nominate someone by visiting [www.prideofgedling.co.uk](http://www.prideofgedling.co.uk)

**Additional Community Development Worker** - Following the successful funding bid by the Council to Principia for additional funding during 2022/23 a second Community Development Coordinator (CDC) to support social prescribing across South Notts has now been recruited too. The second post will be hosted by our partner Rushcliffe CVS and will have an area focus of Rushcliffe and Broxtowe. This will enable the original full-time CDC to work solely within the Gedling and Hucknall areas supporting local grass roots community groups.

**Rushcliffe CVS and Newark and Sherwood CVS funding for Gedling** - Rushcliffe CVS and Newark and Sherwood CVS are two key partners for the Council as it works collaboratively with the NHS South Notts Place Based Partnership to grow infrastructure support for the Voluntary and Community Sector (VCS). In a collaborative Lottery funding bid, both organisations have secured funds to support VCS infrastructure development in Gedling, which provides the opportunity to integrate and possibly match fund with the Council's own 'Strength in Community' Shared Prosperity Fund submission that has a similar outcome.

**Web platform for the Voluntary and Community Sector** - Revision of GBC website completed with updates to Giving for Gedling page as a portal for residents to provide support - i.e. volunteering or financial contributions. An additional page detailing community support available, 'Support in Gedling' including food banks, financial assistance, energy grants and community hubs has now been created.

### **Reduce poverty and inequality and provide support to the most vulnerable**

**Shared Prosperity Fund bid** – we formally submitted plans to improve the borough using an allocation of £2.6 million through the government's Shared Prosperity Fund over the next three years.

In April 2022 the Department of Levelling Up, Housing and Communities launched a funding programme of £2.6 billion, called the UK Shared Prosperity Fund to support local investment. This funding is allocated through a funding formula rather than competitive bid and it replaces the European Union Regional Development Fund.

The council's bid includes a detailed investment plan that shows how it will spend the money in order to meet the government's funding criteria and what the benefits to the local community will be. The fund identifies three local priorities; communities and place, support for local businesses, and people and skills. The council will be looking at a range of ideas to spend the money including improving town centres, green spaces, encouraging visitors and improving community engagement programmes.

As part of the submission, the council consulted with local community groups, businesses and partners to establish what they think the money should be used for. The consultation results were included in the plan and helped shaped some of the key priorities for the fund. The bid has also been formally backed by Nottinghamshire County Council.

**Household Support Scheme** - Our Customer Services team have been supporting residents in need of financial help, using their knowledge and understanding to assess the individual cases of residents, checking eligibility and making requests for financial support on behalf of the residents to Nottinghamshire County Council.

Nottinghamshire County Council have been allocated funding which will be used to provide support to vulnerable households in most need of help with significantly rising living costs, including food and energy bills.

The financial support includes energy vouchers of £49 and supermarket vouchers of £50 per person (a maximum of £150). To date we have made 200 successful referrals to Nottinghamshire County Council.

**Giving for Gedling** - Revision of GBC website now completed with updates to Giving for Gedling page as a portal for residents to provide support - i.e. volunteering or financial contributions. An additional page detailing community support available, 'Support in Gedling' including food banks, financial assistance, energy grants and community hubs has now been created.

**Energy Bills Rebate Scheme** – our Revenues team concluded the project which helped hundreds of our residents and have now paid out 99.4% of entitlement. The Customer Services team are now just looking at how they can help four bed-bound residents to apply.

**Disabled facilities grant service** - The disabled facilities grant service is making good progress. 53 grants have been completed so far in 22/23 to enable residents with disabilities to remain living independently in their own homes. The rising cost of building materials and services is presenting some challenges and over half of the £1.3 million budget for the year has been spent on adaptations with some particularly large and complex adaptations this year.

**Homelessness and Rough Sleeping Strategy** - The South Notts Homelessness and Rough Sleeping Strategy has been reviewed and updated and is ready for approval following a 12 week consultation period. This outlines the key priorities and aims to reduce homelessness and rough sleeping across the South of the County whilst maximising all funding streams available to us.

**Temporary Accommodation:** The Council's Housing and Welfare Service has secured 2 additional leased properties to support Homeless families and reduce the reliance upon bed and breakfast accommodation. These properties have been secured through agreement with the County Council.

**Domestic Violence and Housing:** Through partnership working with the Council JUNO Women's Aid has agreed to be available at the Civic Centre 2 days per week to provide advice and support to vulnerable individuals and families experiencing domestic violence.

## **Improve social mobility and life chances**

### **New Council Cabinet role created to support refugees, women and the disabled -**

Gedling Borough Councillors approved plans to create a new Portfolio Holder to support the borough's diverse community and improve life chances. This new role will focus on supporting refugees and the resettlement programme, championing women and the disabled as well as raising awareness of support for victims of domestic violence, abuse and hate crime.

## **Reduce anti-social behaviour, crime and the fear of crime**

**Safer Streets fund awarded** - plans to make people safe and feel safer on the streets of Gedling borough have been given a funding boost. Nottinghamshire's Office of the Police and Crime Commissioner submitted a total of four successful funding bids to the Home Office, each for £750,000, after working with partners, for projects across Nottingham and Nottinghamshire. Gedling Borough Council was successful for a bid for the Colwick and Netherfield area of the borough.

The Safer Streets funding will pay for a range of crime prevention measures, including wardens who will patrol the streets, specialist burglary reduction officers, a greater CCTV camera network, better street-lighting and training for people working in town centres at night-time to help them keep women and girls safe.

**Environmental Enforcement Policy** - An Environmental Enforcement Policy is being drafted and is currently being considered by the Portfolio holder. It will provide a consistent approach in the delivery of waste management and environmental enforcement duties to empower the Council's authorised enforcement officers to take appropriate enforcement action using advice and guidance, informal warnings, statutory notices, fixed penalty notices (FPN) and formal cautions. Recent audit recommendations in this area will ensure that the policy will set out how enforcement activity will be prioritised in the future with the aim being to improve the numbers of litter and dog fouling Fixed Penalty Notices (FPN) served.

**Selective Licensing Scheme** - Following cabinet approval for phase 2 of selective licensing which requires private rented homes in parts of Carlton Hill ward, Colwick ward, Daybrook ward and Newstead Village to be licenced by council - officers have now opened the scheme to accept licence applications. The scheme comes into full operation on 1st November and a small number of licence applications have already been received. The council has issued a press release to promote the scheme and has arranged drop in sessions for landlords to attend where officers are on hand to support with licence applications and queries.

# High Performing COUNCIL

## Improve the customer experience of engaging with the Council

**Gedling Borough Council automated message** – our Customer Services team have reviewed and updated our automated phone message to give our residents an improved customer journey when calling the Authority. The system now gives residents two simple messages – the first informing customers of our average two minute answering time and after 2.5 minutes apologises for the wait due to call demand and an estimated time of 5 minutes for an advisor. We have received compliments from residents saying they really like the new messages.

## Provide efficient and effective services

**Gedling Plan Consultation** - Within the wider HR, Performance and Service Planning Team the borough-wide Gedling Plan Survey was completed and the responses are now being analysed within the team with the intention of the data helping to contribute to the formulation of the next Gedling Plan 2023-27.

**Update to Sickness Absence policy** - the local employment policies relating to sickness absences have been amended and the changes implemented. The changes made encourage a more consistent and transparent approach to the management of sickness absences that relate to a disability.

**Revenues reviews** – our Revenues team concluded the Empty Homes review in line with CTB1 timeframes for the maximisation of new homes bonus. The team also started the county wide Single Person's Discount review, of which we are the lead authority.

## Maintain a positive and supportive working environment and strong employee morale

**Equality, Diversity and Inclusion Training Programme** - This quarter saw the implementation by the HR Team of an on-line, bespoke Equality, Diversity and Inclusion training programme. This programme will be rolled out across the council and adapted for those employees who don't have ready access to a computer at work. Early feedback suggests that the material is well-regarded and informative.

## Improve use of digital technologies

**ICT Projects and Upgrades** - A number of projects and upgrades have been completed in this quarter, including:

- IDOX EDMS Upgraded
- Theatre Ticketing System (Spektrix)
- Civic Reception Refresh
- Upgraded Windows 10 to 21H2
- Upgraded VMWare ESX 7.0 (Virtualisation)
- Replaced Citrix Environment with Remote Desktop
- Migrated from Chrome to New Edge, removed IE11
- PSN CoCo Compliance 21/22
- Mobile voice and data contract

# Vibrant ECONOMY

## **Ensure a robust strategic development framework is in place**

**“Place Gedling”** - Gedling Borough Council has launched “Place Gedling” to improve the appearance of the borough. The council has been awarded £160,000 by the UK Government’s Department for Levelling Up, Housing and Communities to participate in the Design Code Pathfinder Programme, to create a ‘design code’ and encourage communities to have their say on how the borough looks, in terms of design. As part of the project, a public consultation is taking place asking residents and local businesses to say what they like, what they dislike and what they would change about the visual design of Gedling’s streets, buildings and public spaces.

## **Provide more homes**

**Empty Homes** - Our Empty Homes officer is making good progress returning long term empty homes to use. 17 properties were returned to use in quarter 2 as a result of council contact and intervention, working alongside home owners to return to use.

## **Drive business growth, workforce development and job opportunities**

**School and Business Events** - During the summer the Council’s EGR Team has worked with schools and partners to deliver a programme of events that included:

- Working with schools on career and interview skills  
Carlton Le Willows Health and Wellbeing Event – 7 July  
Carlton Le Willows Speed Networking – 12 July  
Carlton Le Willows Mock Interviews – 15 July  
Christ the King Speed Networking – 14 July  
Redhill Academy Mock Interviews 27<sup>th</sup> September
- DWP Mentoring circles  
DWP Back to Basics session took place at Civic Centre 4<sup>th</sup> July  
DWP/Futures Recruitment session took place at Civic Centre 21<sup>st</sup> July
- Employment Fairs  
Employer Fair (Care Providers) took place at Civic Centre 21<sup>st</sup> September
- Business Support  
Nottinghamshire Day 25<sup>th</sup> August

## **Create thriving and vibrant town and local centres**

**Levelling Up fund bid “Ambition Arnold”** - In August the Council submitted an ambitious £50 million funding application to the Department of Levelling Up, Communities and Housing that aims to transform the north of the Town Centre. To support the funding application a masterplan for the north of the town was developed with the first phase including the development of a new leisure and cultural hub providing modern accessible leisure and cultural services including enhanced pool facilities, sport courts and fitness suites as well as a new community cinema/theatre and library. The Council successfully secured the support of key partners including the County Council, Inspire, local land owners and wider stakeholders groups. The outcome of the application is expected in the Autumn.

# Sustainable ENVIRONMENT

## **Provide an attractive and sustainable local environment that local people can enjoy**

**Fifth Green Flag award** - Breck Hill Park collected a Green Flag Award - the international quality mark for parks and green spaces – increasing our prestigious list of Green Flag parks in the Borough to five. Breck Hill Park in Woodthorpe received the award for the very first time. Last year, it received funding of £100,000 for a new children’s play area following a bid by Gedling Borough Council to FCC Communities, a not-for-profit business that awards grants for community, conservation and heritage projects. Arnot Hill Park retains the award for the 16th consecutive year, Gedling Country Park for the 7th year in a row, Burton Road Jubilee received the award for the seventh time and Bestwood Country Park has received the award for the third year in a row since the maintenance of the park was taken over by Gedling Borough Council.

The Green Flag Award scheme, managed by environmental charity Keep Britain Tidy under licence from the Department for Levelling Up, Housing and Communities, recognises and rewards well-managed parks and green spaces, setting the benchmark standard for the management of green spaces across the United Kingdom and around the world.

**Willow Park** – we completed the extension to the footpath at Willow park ensuring equal access for all particularly during the wet winter months when the ground is prone to water logging. The project was completed under budget at £22k of the available £25k. Funding was provided by CIL contributions.

**Park Maintenance** - Our park rangers have secured weekly park maintenance sessions from the service users of Community Payback at Arnot Hill Park and Burton Road Jubilee Park. They are also negotiating further help at Gedling Country Park and Breck Hill Park.

## **Promote and protect the environment by minimising pollution and waste and becoming carbon neutral**

**Gedling Green Homes Retrofit scheme** – The council successfully completed its first Gedling Green Homes retrofit scheme in Netherfield designed to improve the energy efficiency of eligible low Energy Performance Certificate homes. The scheme came to conclusion at the end of September. Measures were installed in 51 homes including 18 with external wall insulation and 33 with solar panels. The scheme was delivered in partnership with Eon Energy Services Ltd, Nottingham Energy Partnership and Jigsaw Homes.

**“Recycling Education” trial** - A trial for new ‘contaminated bin tags’ started at the beginning of September and will run until the current round of tags are used up –estimated end of October. The trial is being run in Netherfield and we will then assess its success.

Our loaders will fasten one of these tags onto contaminated bins, in the same way they have been using the contaminated stickers, and log them on Bartec. These tags have a QR code on that the customer will hopefully use to gain access to some recycling educational insight material. For any bin that has a tag, if they remove the contaminating items then we return for the bin.

The trial is on-going, and Customer Services are helping to monitor the response and 'hits' on our web pages to collect the data and help us make the information provided more effective in reaching its audience. This is to help drive down levels of contamination and increase recycling.

## HEALTHY lifestyles

### Improve health and wellbeing and reduce health inequalities

**Health Hub Event in Netherfield Retail Park** - During the weekend 30 & 31 July the Leisure team, Your Health Your Way and Boditrax teamed up to run a Health Hub stand outside the Boots shop in Netherfield retail park. The event provided the opportunity for members of the public to have their body composition measured and to receive free passes to Gedling Borough Council gyms as well as accessing free support from Your Health Your Way to help with stopping smoking, cutting down on alcohol and getting active.

**Moballise** - Carlton Forum Leisure Centre has entered into a lease agreement with a private physio company called Moballise for use of the treatment room. This initiative provides a suitable base for Moballise to work with their clients on their rehab, utilising the gym environment for more hands on sessions. As part of this arrangement all leisure centre customers can access a 10% discount on Moballise services.

### Support physically active lifestyles

**Health Activator Post** - A new post has been created within the leisure facilities team to lead on the delivery of health sessions across the facilities, work within the community in terms of raising awareness of the schemes and to look at areas to expand the offer to residents.

**Falls Prevention** - The new classes have now commenced, with all participants that registered turning up to the 1st week. The majority of the referrals for the session have been self-referrals with many participants finding out about the session through the Gedling Health and Wellbeing E-Newsletter. The sessions will be reviewed at week 12. ABL have also commenced their offer at Carlton Forum Leisure Centre. This is a Free 12 week service. Redhill Leisure Centre are also delivering a low impact Chair based exercise session, aimed at improving mobility and strengthening muscles and bones. The weekly sessions take place on a Thursday.

**New Leisure Management System** - The leisure centres successfully moved over to a new leisure management system on the 12<sup>th</sup> September having been with the existing supplier for over 20yrs. The new system has improved customer functionality which will help transform how customers engage with the leisure centres. The move from the old to the new system entailed moving 40,000 customer records over, and training over 40 members of staff in the new system

## **Increase recreational activities**

**Summer School Holiday Activities** – a huge range of children's activities took place across all of our Gedling leisure centres during the school summer holidays. Activities including crafts, badminton, snorkelling, bouncy castle inflatable fun and much more. Fun swimming sessions such as Family Swim and InflataFun continued throughout the holidays. Also, additional private and group swimming lessons were available to book.

**Colwick Rectory Recreation Ground** - We have been successful in our funding application to FCC Communities for £100k for the refurbishment of Colwick Rectory Recreation Ground working in partnership with Colwick Parish Council. The park will benefit from this much needed refurbishment without any funding required from GBC, just officers' time to deliver the project. Colwick Parish Council funded the 3<sup>rd</sup> party contributory fund.

**Swim England Teaching and Education Awards 2022** - The Gedling Swim Stars programme has been shortlisted for "Swim School of the Year" award at the Swim England Teaching Awards. This nomination relates to the incredible success of the swim school since the re-opening of facilities after Covid, where there are now over 3,700 residents learning to swim across the three pools at Calverton, Arnold and Carlton Forum. In addition to record numbers, the sites are also working in partnership with Jigsaw Homes to offer subsidised lessons to their residents.

## **Reduce levels of loneliness and isolation**

**Armed Forces Breakfast Club** - A new breakfast club aimed at bringing members of the Armed Forces together launched at the Richard Herrod Centre. The club is open to any active or ex-members of the forces, including veterans and any family members connected to the forces.

The club offers breakfast and drinks and also promotes some of the services available to military members in the borough. The council will be involved in the initial set up but it is hoped that the members taking part will take over ownership and continue to run the event independently.

The events will take place every 4<sup>th</sup> Saturday of the month and breakfast cobs will be supplied by local business 'Inn the Bank', as well as tea and coffee from the Richard Herrod Centre bar. The breakfast club is free entry however, the food and drink will need to be purchased.